



21st December 2021

Looking back at 2021: Another year full of challenges that were answered with resilience, adaptability, and creativity.

Another year went by, the pandemic is still going on with COVID-19 surging in many countries worldwide. Thanks to the loyalty and collaborations of many customers and to an outstanding team effort, Swiss WorldCargo was able to make considerable contributions to uphold many parts of SWISS's global route network.

As we are entering the festive season and preparing to say goodbye to a challenging 2021, it's time to share some thoughts with our Swiss WorldCargo Community.

First, Swiss WorldCargo owes a special thank you to all our customers, who supported us and collaborated with us throughout these demanding months. It has been a challenging crisis, but thanks to your support and trust, we have been able to uphold our operations and the global flow of goods as best as possible.

Looking back, 2021 was quite a rollercoaster. The return to normalcy that many of us had longed for ultimately did not quite materialize, and alongside the COVID-19 pandemic, several other crises began to unfold. Indeed, the last year challenged not only the whole supply chain system but also, and mainly, the people in the supply chain

community. A big thank you goes to them all, and especially to the Swiss WorldCargo team, for the great work done to tackle the difficulties and enable us all to keep our commitments to our customers.

One way of contributing to ease the impact of the COVID-19 pandemic was our commitment to maintain an as stable and as wide network as possible, despite ongoing lockdowns and entry restrictions. In order to do so, our “lean and mean” organization quickly developed specific solutions such as cargo-only flights or cargo charters to selected destinations. The success encountered on those routes are effectively able to reach cities both within and outside of our normally scheduled network.



Landing and handling of Sinovac vaccine in ZRH

We are proud for having been able to contribute in the fight against the COVID-19 pandemic by carrying out several shipments of vaccines to different cities and we are even more proud for having been able to support Switzerland's humanitarian efforts. Together with the Swiss Agency of Development and Cooperation (SDC), we carried out several flights to Colombo, Sri Lanka, Bangkok, Thailand, and Jakarta, Indonesia, transporting medical supplies and oxygen concentrators among other first necessity goods.

Looking ahead, I believe that 2022 will again call upon our creativity, adaptability and resilience to answer the challenges it will bring along. I hope to be proven wrong, but ongoing variants and global market uncertainties show that we are not yet in the clear.

However, I know that Swiss WorldCargo will continue to work on providing our customer solutions to face both supply chain and COVID-19 related issues through innovation, partnerships and additional focuses.

One such focus will be on sustainability, one of our core strategic tenets. In 2022, we will debut a CO2 calculator, enabling full transparency on every shipment's carbon emission as well as offering several compensation options to our customers. We will also be working on enabling Sustainable Aviation Fuels (SAF) shipments.

2021 was also a special year for me as I was able to take over as Head of Cargo at Swiss WorldCargo. The learning curve has been high, but thanks to an amazing team and strong collaboration with our partners, I feel ready and poised to tackle the myriad challenges ahead of us.

I thank you all for your trust, support and great partnership and wish you and your loved ones all the best for the holidays.



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